

Mortgage Servicing Coordinator

Job Description

Department: Homebuyer Services

Job Status: Full-time

Reports To: Director of Homebuyer Services

FLSA Status: Non-exempt

Travel Required: Less than 10%

Work Schedule: M-F, 9:00 am - 5:00 pm

Positions Supervised: none

POSITION SUMMARY

As mortgage servicing coordinator, you will be the face of B/CS Habitat to Habitat homeowners in our community. You will work with B/CS Habitat's Department of Homebuyer Services to answer questions and to process mortgage payments of low-income homebuyers, work with homebuyers who are behind on payments and support other vital Homebuyer Services functions in pursuit of Habitat for Humanity's mission to build homes, communities and hope in Bryan/College Station.

ESSENTIAL FUNCTIONS

Essential Functions Statement(s)

- Responsible for the timely processing and recordkeeping of mortgage payments and special payment plans
- Provide prompt and friendly service to homebuyers and the broader community both in person and over the phone
- Maintain bookkeeping & accounting records for client homeowner mortgage and escrow accounts, including general journal and cash accounts
- Under supervision of Director of Homebuyer Services, perform duties relating to mortgage delinquency including preparing letters, communicating with homeowners, payment plan preparation and follow-up
- Works with Homebuyer Relations Coordinator to make contact with homebuyers and decrease payment delinquency
- Coordinates with Mortgage Escrow Specialist to ensure proper maintenance of homebuyer escrow accounts
- Assists with organization's events, as needed
- Submits accurate reports according to deadlines
- Cross trains with departmental staff to ensure a steady flow of business despite absences.
- Supports, adheres to and enforces core values, employment policies, strategic plan and operations manual
- Other duties as assigned by the Director of Homebuyer Services

COMPETENCIES

Must be detail oriented and be able to perform work accurately and thoroughly.

Must be able to work well in a team environment.

Must possess strong interpersonal and intercultural skills.

Must be able to make critical decisions while following company procedures.

Must be able to formulate a sound decision using the available information.

Must be able to utilize the available time to organize and complete work within given deadlines.

Must possess excellent communication skills; must be able to effectively and calmly communicate on the phone, in person and in writing.

SKILLS & ABILITIES

Experience/Education: High school diploma or equivalent is required; associate's degree is a plus.

Customer Service: Working knowledge of or ability to quickly learn office phone systems is required; background or experience in customer service is a plus.

Computer/Software Skills: Working knowledge of MS Office (Word and Excel) and the ability to learn new database software is required; QuickBooks experience is a plus.

Language Ability: Fluency in English and Spanish (bilingual) is preferred; at a minimum, the ability to understand and to make oneself understood to all English-speaking and Spanish-speaking individuals is required.

All who believe that everyone needs a decent, affordable place to live are welcome to help with the work, regardless of race, religion, age, gender, political views or any of the other distinctions that too often divide people. In short, Habitat welcomes volunteers and supporters from all backgrounds and also serves people in need of decent housing regardless of race or religion. As a matter of policy, Habitat for Humanity International and its affiliated organizations do not proselytize. This means that Habitat will not offer assistance on the expressed or implied condition that people must either adhere to or convert to a particular faith, or listen and respond to messaging designed to induce conversion to a particular faith. B/CS Habitat for Humanity does not make employment decisions or otherwise discriminate on the basis of an applicant's race, gender, religion, age, sexual orientation or political view.